

**DIRECTIONS** EX PARTE OR LATE FILED

FCC MAIL ROOM

CC: Jim Schlichting

**ENHANCED- 911**

**(75 DAYS LEFT !!)**

**From: E-911 Advocates for Safety  
July 18, 2001**

## **E-911 Advocates for Safety**

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# **Wireless Enhanced 911**

## **Fact Sheet**

### **ABOUT US**

Multiple groups representing public safety, the wireless industry and other interested parties have addressed this issue at all levels of government. Our united group, identified as "E911 Advocates for Public Safety", includes representatives from several state wireless E911 boards and organizations as well as governmental public safety officials, consumer health organizations and medical professionals.

### **THE ISSUE**

Minutes and seconds count when lives are threatened or medically compromised.

We seek congressional support for the FCC ordered deadline of October 1, 2001 for implementation of Phase II wireless E911 and a moratorium on waivers.

### **BACKGROUND**

Adopted in 1996, FCC Order 94-102 was originated to promote the guarding of public safety for wireless users. It stipulated that wireless carriers make wireless E911 available in two phases.

Phase I, with a deadline of April 1998, requires wireless carriers to provide public safety answering points (PSAPs) with a call back number and cell tower sector location within six months of a PSAP request.

Phase II requires that wireless carriers (again within six months of a PSAP request) provide exact location (latitude and longitude) of a 911 caller.

It must be noted that the FCC order originally stipulated that a cost recovery mechanism be in place- at the local and state governmental level- for both wireless carriers and PSAPs to cover costs associated with the implementation of Phase I and Phase II wireless E911. Since that time, the FCC has removed wireless carrier cost recovery as a prerequisite.

In response to the FCC order, several states have adopted legislation with surcharges of varying levels. Thus many subscribers are paying to fund a service they do not receive.

**Recently the wireless carriers have requested waivers from the FCC that will result in delays in the deployment of this regulation.**

## **FACTS AND FIGURES**

- **In 1996, representatives of the Association of Public Safety Communications Officials (APCO), National Emergency Association (NENA) and Cellular Telecommunications and Internet Association (CTIA) entered into a consensus agreement that became the aforementioned FCC mandated Enhanced 911 regulation.**
- **62% of wireless phone users, according to the Consumer Electronic Association, erroneously believe that their wireless phones already have location capabilities for 91 emergencies. 41% state safety as a primary reason for purchasing a wireless phone.**
- **According to CTIA, there are more than 120 million wireless phone subscribers. There are 140,000 wireless emergency calls made per day and according to APCO, these calls account for 40% of all calls made to 911 centers.**
- **Wireless E911 is a bipartisan issue affecting millions of Americans.**
- **There is ample evidence on record at the FCC that network and handset based suppliers have acceptable tested technology that is readily available for deployment to the wireless carriers.**
- **The PSAPs that are Phase I capable with network architecture for data transmission are ready for Phase II implementation.**
- **When a delay exists with emergency response and/or assistance, tragic morbidity and mortality individual and public consequences may ensue.**

**All parties agree that wireless E911 is a critically important issue. The availability of Phase I and Phase II technology can mean the difference between life and death.**

**We urge support of the FCC ordered deadline of October 1, 2001 for implementation of Phase II wireless E-911.**

***E-911***  
***Testimonial***  
***Stories***



## **Additional E-911 Stories Emergency Personnel Recall**

### **Paramus, New Jersey**

**Sgt. Paul Einreinhofer of the Bergen County Police in Paramus, New Jersey, knows all too well about the E-911 issue. He got passionate about this cause when he lost a dear friend and colleague to a senseless crash.**

**A cell phone was stolen in the New Jersey/New York area and it was used by a group of people to call in 911 emergency hoaxes and then wait and watch for the "emergency personnel and equipment response". It was estimated that before these criminals were captured, the phone had been used to make over one thousand 911 calls to the New York and New Jersey areas.**

**On November 21, 1993, while responding to one such 911 "emergency" call, Paramus Police Officer, Vincent Brock lost control of his car and crashed. He died of a ruptured aorta instantly.**

**It was determined that if the phone number had been identified on the previous calls as false, an alert would have been published to the 911 centers so that the emergency response would have been more cautious and controlled.**

### **Angeles Crest Highway, California**

**Lynn Diebold, Director of Emergency Communications in Monterey County, California, recalled one of the worst wireless 911 incidents ever. It was Thanksgiving 1997. The Lechuga family of four was driving home on State Road 2 from Victorville during a snowstorm. It was a route they had never**

**taken. Their vehicle plummeted 300 feet over the side of Angeles Crest Highway. They were reported missing on December 4th and an LASD air unit discovered the wreckage on December 9th.**

**The children, Joseph 6 and Jeremy 4, probably froze to death in the vehicle although each had also suffered some head trauma. The adult male victim was pinned under the bed of the vehicle (a pick-up camper shell) and either succumbed to his injuries or hypothermia.**

**Delores Lechuga, age 34, was found about 10 feet downhill from the vehicle and had tried to use her cell phone to call for help. Carrier records indicated she dialed "9911" at least twice which of course did not connect appropriately. The extent of Mrs. Lachuga's injuries, and cause of death are unknown as she was partially consumed by mountain lions.**

**While the best location technology would not have helped if 9-1-1 were not properly dialed, it was suggested that even if she had dialed correctly, if she had not been able to relate her location, her rescue would have been hampered. The LA Cellular site she hit was many miles away somewhere in the desert.**

# *The* Journal Gazette

## 911 caller dies before police can find car in ditch

By Meghan Hoyer  
The Journal Gazette

Pinned in his overturned car, knowing only that he was in a ditch off an Allen County road, Jon Charleston used his cell phone to call a friend for help.

His call set off a search across the county early Friday as police and firefighters looked for what they knew only to be an overturned car in a ditch between St. Joseph and Aboite townships.

But by the time police found Charleston, senior vice president of Charleston Auctioneers Inc., it was almost two hours later. He had no pulse, and efforts to revive him were fruitless.

Charleston, 49, died early Friday at Parkview Hospital.



Charleston

into a deep ditch.

Dispatchers called Charleston, who lived in the 5000 block of Sweetwater Place, back on his phone.

They kept him on the line for more than a half-hour, but he wasn't

The police search began just after 1 a.m., when county dispatchers received a call from a friend of Charleston's. The friend said Charleston had called from his cell phone, saying he was in an accident, and his car had rolled

able to tell them what road he had been driving on. He wasn't even sure what part of the county he was in.

Police believe Charleston lost consciousness before he crashed, leaving him disoriented and not sure where his car had landed, Sheriff Jim Herman said.

The county's 911-tracking system, designed to trace cell phone calls to a specific radar tower and the area nearby to give police the location of stranded motorists, didn't work. Charleston's cell phone company hadn't upgraded its equipment to be compatible with the tracking system, Herman said.

So, knowing only that Charleston had been driving toward Aboite from St. Joseph Township, county officers began searching any possi-

ble roads he could have driven. Officers used their sirens, hoping Charleston would hear them and be able to direct officers to where he lay trapped.

Officers from Allen County, Fort Wayne, New Haven and Churubusco joined with firefighters from St. Joseph, Washington and Aboite townships in the search.

Allen County police Sgt. Ken Fries found Charleston and his car off East Washington Center Road at 2:48 a.m., but Charleston was unresponsive.

Fries and a second officer began cardiopulmonary resuscitation, but Charleston was pronounced dead at Parkview only a short time later.

The father of three was born in Fort Wayne, and was active in local charities and social organizations.

SATURDAY

April 10, 1999

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# Cell Phone Helps Save Carjacked Woman

## Trapped in Trunk, Victim Called Police

*Tom Jackman*

*Josh White* Washington Post Staff Writers

February 19, 2000; Page A1

A woman who was locked in the trunk of her car by a carjacker used her cellular phone Thursday night to alert police to her abduction, speaking with dispatchers for nearly an hour as her captor led police on a chase before crashing on an Interstate 95 ramp. Police used help from Sprint PCS technicians in Lenexa, Kan., to track the car's progress during the second hour of the woman's odyssey, which included stops at a gas station and an automated teller machine. But it was old-fashioned police work by a sharp-eyed Virginia state trooper, who spotted the Mitsubishi Galant, that led to the driver's arrest.

The victim, a 24-year-old medical student from California, told police she was accosted at gunpoint outside her Arlington residence about 9:30 p.m. Thursday. She was unharmed, other than a bump on her head received at the end of her two-hour ride through three counties at speeds approaching 100 mph. Authorities declined to identify the woman and said she did not want to be interviewed. The suspect, pizza cook Elliott L. Robinson, 19, was being held without bond in the Arlington jail last night on charges of carjacking, armed robbery, use of a firearm during a felony, abduction, eluding police and driving without a license.

As the man, armed with a handgun, was ordering the woman to hand over her purse and get into the trunk of her car, "she had the wherewithal to covertly grab her phone from her bag," said Virginia State Police spokeswoman Lucy Caldwell. Prince William police yesterday replayed three minutes of a 57-minute call that the woman made to them. She described her total disorientation and noted multiple crashes as the speeding car sideswiped a state police car, a Fairfax police car and then a tractor-trailer. Prince William police said she remained relatively composed throughout the call.

"He hit something and then I heard the police car, and he's going fast now, really fast," the woman said, fear rising in her voice. "Is the police car following him? . . . I don't hear . . . please tell me that they are, please."

As the chase neared its end, Prince William dispatcher Linda Norman instructed the woman to push herself up against the back seat of the car to avoid potential

impact from the back of the trunk, telling her repeatedly, "We've got help coming for you."

But for much of the first hour of the ordeal, Caldwell said, the woman did not use her phone and spoke to her captor from the trunk. At some point, police believe the man stopped and used the woman's bank card to withdraw money from a cash machine. Later, he used the cash to buy gasoline, Caldwell said.

About 10:30 p.m., the woman quietly dialed 911. Caldwell said the driver apparently did not hear her as she spoke first with a dispatcher in Fairfax County. The woman had no idea of her location but told the dispatcher she had a Sprint PCS wireless phone. As Fairfax authorities began notifying police in other counties of the abduction, they also unsuccessfully tried to find someone at the company for help in locating the caller.

Alerted by Fairfax, Arlington authorities also tried to get help from Sprint but struck out, said Steve Souder, Arlington communications director. "It was terrible," Souder said, "just a very, very difficult situation." Meanwhile, the woman's car apparently traveled so far south that her call was disconnected. She dialed 911 again and reached Prince William police. Wireless phone towers in Northern Virginia automatically direct 911 calls to the local public safety dispatchers, and she then was in Prince William County.

Norman described the county's emergency communications center as being in "chaos" while she attempted to keep the woman calm. In more than one instance, she coached the woman to hide the cell phone as the car pulled to a stop, fearing that the man would open the trunk and find her talking to police. Finally, Fairfax police reached Baylis Young, a senior network systems analyst for Sprint PCS in Kansas.

Young began tracking the car by identifying which wireless tower was receiving its signal and relaying the tower's location to police. Each tower has a three-mile radius, Young said, and he could tell whether the signal was coming from north, southwest or southeast of the tower but could not be more specific than that. In the course of an hour, the car moved through six tower areas, Young said. Police declined to specify the car's exact route, and Sprint officials said they did not know it.

Sprint's information led police to suspect the car was in Prince William County. Then something clicked for Trooper Jim Kirkpatrick. He had heard a standard radio call to look out for the car; he then spotted it heading north on I-95 near the Prince William Parkway and began pursuing, Caldwell said.

Kirkpatrick tried to stop the car near Lorton; it slowed, then sped away, Caldwell said. The chase was on.

Caldwell said state troopers were able to create a minor traffic jam as the chase approached the Springfield "Mixing Bowl," in order to slow the oncoming Galant. The car finally crashed on the ramp from I-95 to the Capital Beltway, totaling the Galant, Caldwell said.



**(Aug. 31, 2000)**

**Va. Crime Illustrates Need for Wireless E9-1-1, APCO Petitions Carrier Waiver Request to FCC**

**SOUTH DAYTONA, Fla. (Aug. 31, 2000)** – A recent crime in Arlington, Va., involving a 9-1-1 call made from a cellular telephone has reinforced the Association of Public-Safety Communications Officials (APCO) International's position a dire need exists for the rapid implementation of wireless E9-1-1 technology.

A 9-1-1 calltaker with the Arlington County (Va.) Public Safety Emergency Communications Center was commended for his perception and quick thinking Aug. 28 when he helped locate a rape victim who dialed 9-1-1 from her cell phone. Deducing the woman was in serious trouble and was with her abductors, calltaker James Keaton quickly began asking the victim yes-or-no questions and convinced her to reveal her location through her disguised conversation. Police rescued the woman and arrested her abductors shortly thereafter.

Keaton, who teaches calltaking at the police academy, exemplified good training techniques by listening to what the victim in the incident was saying and what she was not saying. APCO applauds Keaton and other public safety communications professionals for their skill and perseverance when handling dangerous and difficult 9-1-1 calls, especially when the location of a caller is not known. "The successful outcome of this emergency situation can be attributed to the human aspect of public safety communications," said APCO immediate Past President Joe Hanna. We salute Mr. Keaton and others in the profession who have saved countless lives."

Unfortunately, in incidents such as these, many public safety answering points or PSAPS must get location information verbally from the caller. It is often the only method on which they can rely. Location identification technology is now available; however, the wireless industry has been slow to develop and implement it. There have been many other obstacles to wireless E9-1-1 deployment as well. The Federal Communications Commission (FCC) has set a deadline for cellular carriers to comply with its mandate that location information on wireless E9-1-1 calls be available to emergency communications centers by fall of 2001.

Achieving this goal is no easy task and requires the collaboration and cooperation of cellular carriers, manufacturers, public safety communications agencies, state and local governments. Before the FCC ruled carriers must provide E9-1-1 services by 2001 even if the states in which they operate did not have any formal cost-recovery mechanism in place, many carriers were slow to begin implementing technology. Now, carriers must decide what type of technology to use – a handset-based, network-based or a hybrid solution. Testing solutions may take time and hinder progress.

APCO, which is a major promoter of wireless E9-1-1 implementation, has recently become gravely concerned about a waiver request submitted to the FCC by Voice Stream, a large personal communications carrier. The carrier has developed a hybrid solution that utilizes both handset and network-based technologies. According to Hanna, the carrier has performed limited testing on this new technology and has not presented sufficient test data. "Time is significant, and if the FCC gives this company additional time for testing, it will hinder implementation of wireless E9-1-1 even further," he said.

Additionally, APCO is questioning the reliability of this hybrid technology, which Hanna refers to as "the worst of both worlds." Hanna said this technology will require the replacement or modification of every handset in the marketplace, and that will take too long. "We are also concerned about the accuracy standard for Phase II implementation," he added. Testers are not sure if they will be able to meet the minimum handset location standard of locating a caller within 50 meters. "When you hear so many stories like the one in Arlington, Va., you realize how desperately we need this technology. A move like this will only impede this crucial, nationwide necessity."

APCO is the world's oldest and largest public safety communications organization. Its 15,000 members include police, fire, emergency medical services, forestry, military and government personnel who manage and operate public safety communications facilities worldwide.



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## **Cell phone, 911 dispatchers save accident victim**

By Rose Hooper

Forget the credit card. Johnny Nicholson recommends not leaving home without your cell phone.

He should know. Sunday evening he and other emergency personnel rescued a woman whose vehicle had plummeted down a 30-foot embankment off the Blue Ridge Parkway. "What saved her," said Nicholson, chief of the Balsam Volunteer Fire Department, "was her cell phone."

Shortly after 9 p.m. on a drizzling, fog-engulfed Sunday evening, 38-year-old Elizabeth Jarrell of Dallas was driving along the Blue Ridge Parkway. Suddenly, a four-wheel drive vehicle "came around a curve very fast," heading towards her and causing her to swerve off the road. Her car flipped several times, landing in a ravine. In the dark of the night, covered by a canopy of trees, Jarrell could tell her car was leaning precariously against the mighty evergreen that broke her fall. She was afraid to move, terrified that even the slightest movement could send the car even further down the steep, rugged mountain.

Timidly, she reached for her cell phone. Her distress call came through to the Jackson County Emergency Dispatch at 9:13 p.m. and was answered by dispatcher Joanna Nicholson, Johnny wife's.

A seven-year veteran of the emergency dispatch office, Nicholson immediately tried to calm the frightened Jarrell and determine her location.

"I could tell she was very scared and concerned for her life as she told me about her accident... how her car flipped a couple of times going down an embankment," said Joanna Nicholson, who immediately got Jarrell's cell phone number.

That bit of quick-thinking on Joanna's part helped save Jarrell.

"I lost her on the phone a couple of times and had to call her back," said the dispatcher. "I'd tell her, 'Stay with me, honey; I need to talk to you.'"

Joanna Nicholson asked Jarrell to check her injuries... to see if any part of her body was paralyzed or broken. "She told me she was an epileptic and that her head was bleeding, but everything else seemed fine."

While Joanna Nicholson kept Jarrell on the phone, fellow dispatcher Brian McMahan tried to pinpoint Jarrell's location. Jarrell, however, was "so shook up," Joanna Nicholson said, that "she had no idea where she was."

"I asked her where she turned off and what was the last thing she saw. Brian had the map and kept telling me landmarks to ask her about," Joanna Nicholson said.

The dispatchers determined that Jarrell, out sight-seeing on a Sunday afternoon, was headed towards Asheville and was probably somewhere in the Balsam area. More than 100 rescue personnel and volunteers began the search.

"It was so foggy you couldn't see anything," said fireman Johnny Nicholson. A park ranger had driven by the location that evening but didn't see anything because of the fog.

Dispatcher Nicholson advised Jarrell to keep honking her horn so rescue personnel could locate her. Meanwhile, rescuers sounded their sirens to let her know of their approach.

"She was very concerned for the rescue personnel and didn't want them to get hurt," said Joanna Nicholson, whose reassuring phone voice calmed Jarrell during the hour-long search. While the dispatcher talked, her husband searched.

"I got to know a lot about Elizabeth in that hour," the dispatcher said. "I asked her questions about her family. She told me she had two children, ages 18 and 21, and she talked for awhile about them. I told her that I would like to meet her when this was all over, assuring her that everything was going to be O.K., that she would get out of this and that the rescuers would be there right away."

And they were. Rescuers found Jarrell at 10:30 p.m., pinned inside her wrecked car about two miles south of Balsam Gap.

"It was pretty rough going to get down to her," said Johnny Nicholson. "We took a Stokes rescue basket and tied it with a rope. The top had to be cut off her car to pull her out." WestCare EMS transported Jarrell to Haywood Regional Hospital, where she was treated and later released.

Assisting in the rescue were members of the Jackson County Rescue Squad, Haywood



EMS, Haywood County Rescue Squad, and the Saunooke Volunteer Fire Department. Meanwhile, the Canada Volunteer Fire Department conducted a search at another point on the parkway, and Sylva volunteer firemen covered all fire calls.

"Joanna did an outstanding job keeping that lady on the phone and getting the help needed. Joanna and Brian both were very professional, and it makes us proud of our dispatchers who play such a critical role," said Mike Ensley, county emergency services coordinator. "We work as a team, and this was a true team effort," Joanna Nicholson said.

Following the dramatic rescue efforts, her husband Johnny Nicholson said, "I think every woman traveling, especially if she is traveling alone, needs to have a cell phone. It could mean the difference between life and death." His wife never leaves home without hers.

The search for Elizabeth Jarrell marked the second time this month that rescuers were called to the Blue Ridge Parkway. Two N.C. Forest Service personnel were missing for nearly 27 hours earlier this month when their helicopter crashed, most likely due to heavy fog in the area. Unlike Jarrell, the pilot and his crew chief were not found alive.

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THURSDAY  
September 28, 2000

# Salisbury Post

## Woman found hours after crash

BY JENNIFER MOXLEY  
SALISBURY POST

Sharon McBride, 53, traveled eight to 10 miles past Goodson Road, where she lives after becoming disoriented, Highway Patrol Sgt. S. F. Small said.

McBride drove straight at a sharp curve on Cool Springs Road and traveled 182 feet into the woods. Her car struck a tree and came to rest 12 feet later, according to the crash report.

McBride suffers from severe diabetes, and Rowan County Rescue Squad Chief Coyt Karriker said that condition may have made her disoriented.

An hour after she should have been home, she called her husband with her cell phone and told him she had been in an accident, Karriker said.

A search began between the Woodleaf Road area, the last place McBride said she remembered passing, and her home on Goodson Road.

She was on her way home when she wrecked her car, Karriker said. "She told him she remembered passing the green houses and the church on Woodleaf Road," Karriker said.

The cell phone lost its connection. McBride then called 911 and received Davie County Communications. She told dispatchers the same

information.

Fortunately, Karriker said, 911 was able to trace her phone number. During the entire four-hour search, Davie County 911 tried to recall McBride's cell phone and she tried to call them, but the connection was too bad.

She was pinned in the vehicle by the dashboard, and she said she couldn't honk her horn because the air bag deployed.

Wake Forest University Baptist Medical Center sent their helicopter to aid the search, and a Locke Fire Department volunteer flew along using the department's heat-sensing equipment to search.

"We just decided to broaden the search," Karriker said.

As a Rescue Squad truck made its first pass up Cool Springs Road, driver Marty Seamon and sister-in-law Jennifer Seamon spotted the vehicle.

" 'I've been looking for you,' she told them and he said, 'I've been looking for you too,' " Karriker said.

McBride wasn't seriously injured.

#### Woman found hours after crash

BY JENNIFER MOXLEY  
SALISBURY POST

Officials searched for almost four hours early this morning for a woman who crashed her car, became disoriented and only had sporadic use of a cell phone.



12-22-00

## **Wireless phone companies haven't met deadline to comply with FCC regulation**

By KRISTEN EVERETT, Staff Writer  
News & Record

GREENSBORO --Mark Taylor is allergic to bees, so when one stung him last month near Stokesdale, he knew exactly what to do. He injected himself with a drug to counter his potentially lethal reaction and called 911 from his vehicle.

But before he could give his exact location to Guilford County dispatcher Lori Slone, he passed out. Luckily, Taylor had told Slone he was at "the intersection at Stokesdale" and his cellular phone line remained connected.

With only a vague location to work with, Slone sent out rescue crews, guiding them by their sirens she could hear over Taylor's phone. Eventually she directed rescuers to his car on the shoulder of the road.

The incident, officials say, illustrates a growing trend in law enforcement: More and more 911 emergency calls are coming from wireless phones. But despite a mandate from the federal government, some cell-phone companies still haven't made it possible for 911 operators to instantly determine where callers are.

Five years ago, 10 percent of 911 calls were made to Guilford County from wireless phones, according to R. Craig Whittington, communications operations manager for the county. "Now the average is between 45-50 percent," he said.

Three wireless companies -- Altell, AT&T and Sprint PCS -- have yet to comply with an FCC regulation requiring them to supply 911 operators with the phone number and nearest cellular tower of anyone calling for help. The companies say they are working on the problem, but are having technical difficulties with local carriers and 911 centers.

The regulation, approved by the Federal Communications Commission in 1997, says that once a county notifies a wireless company it has the equipment to receive the information, the company has six months to supply it.

Guilford County's Department of Emergency Services sent letters in December of 1998 and again this month, saying their requests for compliance had gone unheeded.

Whittington said the other wireless companies in Guilford County -- Nextel, BellSouth and Verizon have met the deadline for compliance. Cricket, a new company in the county, has a few more months to comply.

An Alltel spokeswoman said Friday that tests to 911 dispatchers in Guilford County have worked and the system should be running within days.

In 1998, the General Assembly passed a law requiring wireless customers to pay 80 cents a month to cover the costs of implementing the system. The money is deposited with the State Treasurer.

Whittington said Guilford County has sent copies of its request letters to the North Carolina Wireless 911 Board, which controls the reimbursements that carriers are entitled to.

Richard Taylor, administrator for the state Wireless 911 Board, said wireless companies have dragged their feet long enough. "Two years have passed and we do have a good set of policies and procedures in place ... but we feel like they've (companies) had time to question policies and now it's time for performance," said Taylor, who is not related to Mark Taylor, the bee-sting victim.

Other than suspending reimbursements to the companies, the FCC regulation doesn't spell out any other enforcement measures, Richard Taylor said. So far, the state board has suspended reimbursements to Alltel.

Altell spokeswoman Karen Hern said the company has not put in to receive reimbursements in Guilford yet, anyway.

An AT&T wireless spokeswoman the delay is linked to contract negotiations. She added Thursday that the company had not received Guilford County's second letter yet.

And a Sprint PCS attorney in Missouri said the company is working to implement the technology as quickly as possible.

The problem is not limited to Guilford County.

Some wireless companies in Randolph, Rockingham and Davidson counties are also not supplying 911 operators with the information.

"It has been a slow process because it's new," said Kent Greene, the Rockingham County Emergency Services Director. He's also had to resend letters to wireless companies.

Donovan Davis, project coordinator for Randolph County Emergency Services, said only one of seven wireless companies serving Randolph has met the FCC's regulation.

If companies aren't supplying the information -- and only about 20 percent of service areas in the state are now, according to Richard Taylor -- it makes emergency personnel's job harder.

"It doesn't allow us to be able to respond as quickly as we can for emergency medical service, fire service or law enforcement and at times it can make it completely impossible," said Whittington.

Mark Taylor, the bee-sting victim, was fortunate. It took rescue workers 13 minutes to reach him. He had no blood pressure when they arrived, but he survived.

He is still a fan of cell phones, saying without them, he'd be dead. But, "if we're paying a monthly charge for 911," he asked, "what's it for?"

## Cellular 911 potential may go unmet

Just one carrier says it can provide automatic location of wireless callers by federal deadline.

*By Doug Sword*  
*Indianapolis Star*  
June 21, 2001

A car runs off the road and into a ditch, where passers-by cannot see it. Injured and disoriented, the driver uses his cell phone to call 911 but can't tell the dispatcher his location. Police desperately search for the man by using sirens, which they hope to hear over his cell phone. When they find him two hours later, he's dead.

Public safety officials say what happened to Jon Charleston of Fort Wayne on April 9, 1999, illustrates the need for cell phone technology that will automatically locate callers.

The technological jump is just around the corner. But which of Indiana's 1.8 million cell phone users will benefit from it will depend on the carrier they use.

While cell phones account for nearly 30 percent of the 1.2 million 911 calls placed in Marion County last year, so far Verizon Wireless is the only one of six major wireless companies in the area to say it will be able to meet new federal requirements to provide automatic location of wireless 911 callers, said Linn Piper, director of the city's Metropolitan Emergency Communications Agency.

The new requirements will improve upon those in place since April 1998, the deadline set by the Federal Communications Commission for wireless carriers to provide a call-back number and the location of the cell tower being used by a wireless 911 caller.

Verizon, Cingular Wireless, AT&T Wireless and Sprint PCS did not meet the initial deadline but are now in compliance in Marion, Hamilton, Hendricks and Johnson counties. Two other providers, Nextel Communications and VoiceStream Wireless, have yet to meet the 1998 requirements, known as the Phase 1 standard.

Nextel says it collects the information required but hasn't met the Phase 1 standard because Ameritech, which routes 911 calls to dispatchers, can't synchronize with Nextel's technology.

"It has been years this has been going on, and it does frustrate us," said Michael Stern, senior manager of government affairs for Nextel's Midwest region.

Ameritech spokesman Mike Marker said Nextel could have met Phase 1 by employing technology similar to that used by other companies. Regardless, Ameritech will be able to route information about Nextel callers to dispatchers by July 1, he said.

VoiceStream also is having troubles with Ameritech; it hopes to clear up those problems by next month, said James Nixon, senior manager for regulatory affairs.

State Treasurer Tim Berry, who oversees a fund through which wireless companies and local governments can recover what they spend on 911, said he has been trying to work out deals with Nextel and VoiceStream for more than a year.

"It's something else -- it's always something else," he said of their reasons for noncompliance.

Berry said 90 percent of Hoosiers use cell phones that are Phase 1-compliant.

MORE

### **New 911 standards for wireless phones**

Starting Oct. 1, wireless companies will be required to provide 911 dispatchers with a caller's latitude and longitude within a certain distance. Some firms will meet the requirements with improvements to their networks, while others will use newer technologies within phones.

For network-based solutions:

- Companies must be able to locate a caller within about 110 yards for 67 percent of calls and within 330 yards for 95 percent of call.

For handset-based solutions:

- Companies must be able to locate a caller within 55 yards for 67 percent of calls and within 165 yards for 95 percent of calls.

Source: Federal Communications Commission

"If 90 percent of the phones in the state are compliant with Phase 1, then the other 10 percent need to get in line," said Chris Williams, executive director of the Citizens Action Coalition, a consumer group.

The situation does not look promising for the next phase of improvements, which will require the wireless companies to automatically send dispatchers longitude and latitude information that should allow them to locate cell-phone callers within about 110 yards. VoiceStream, Nextel and AT&T Wireless have asked for an extension of the Oct. 1 deadline to meet that Phase 2 standard.

That worries Joe Hanna, who recently stepped down as president of the Association of Public-Safety Communications Officials.

Hanna said safety is a factor in the buying decisions of 60 percent of cell phone users.

"The wireless carriers have made a lot of money selling safety," he added.

But because the FCC provides no incentives and no penalties for companies that fail to comply, he believes the public and safety officials will have to pressure the wireless industry to provide what he considers "lifesaving" information.

VoiceStream's Nixon, who recently urged a congressional committee to delay the Phase 2 deadline for a year or two, stresses patience. He points out that it took more than 20 years to bring 911 service to most Americans over land-line phones.

That's little consolation to people such as Herb Scott.

Scott's wife, Joyce, died of an apparent heart attack in March 2000 after driving her sport-utility vehicle off the road between Plainfield and Avon.

Attorney Michael Holland said Scott used his cell phone to call 911, but the signal went to a cell tower just inside Marion County, and the call was routed to Marion County dispatchers.

Delays in sending the call to the right dispatcher in Hendricks County lessened Joyce Scott's chances of survival, said Holland, who has notified officials that his client intends to sue.

Berry believes the chance of a call going to the wrong dispatching center will drop dramatically under the new technology.

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